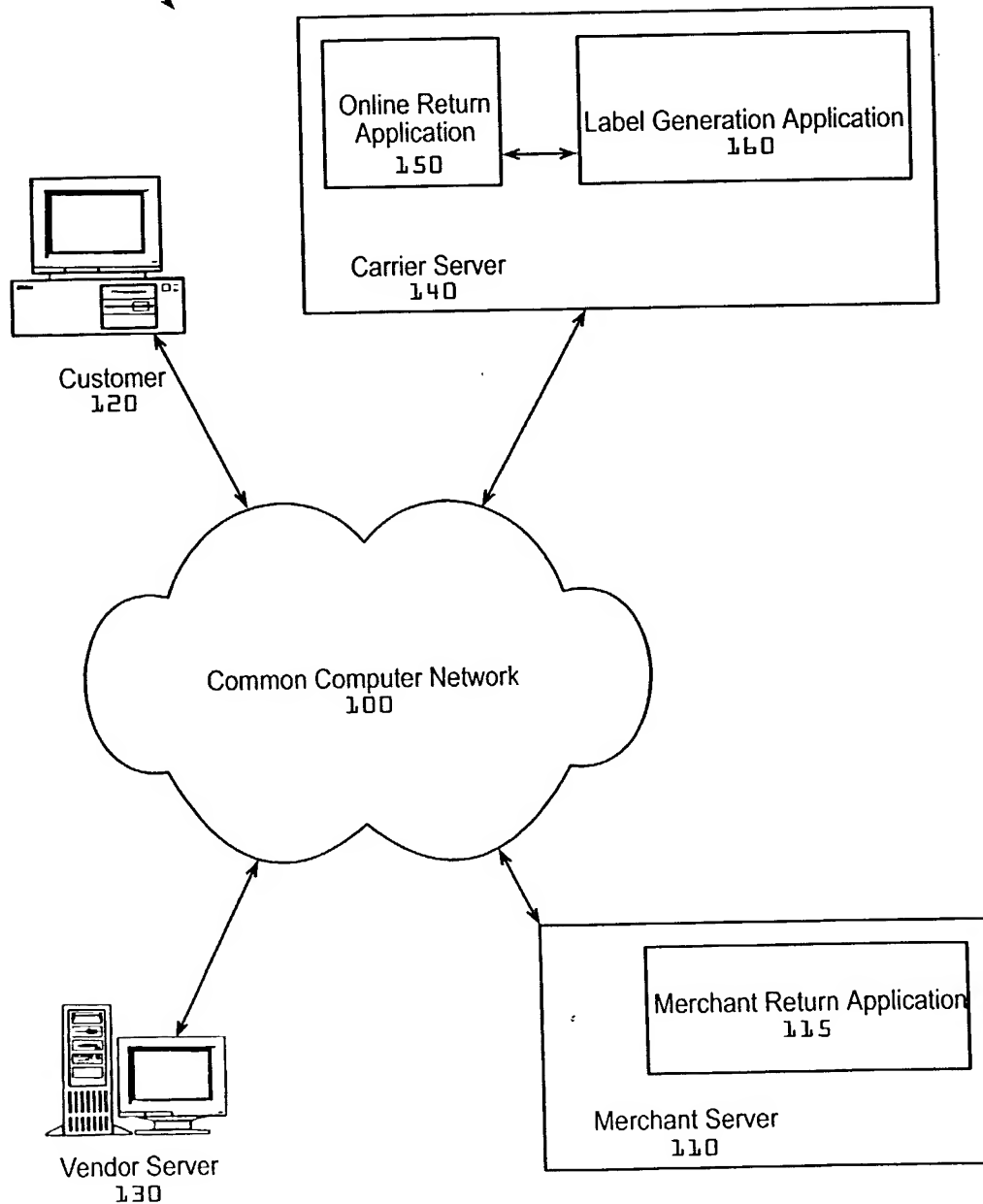


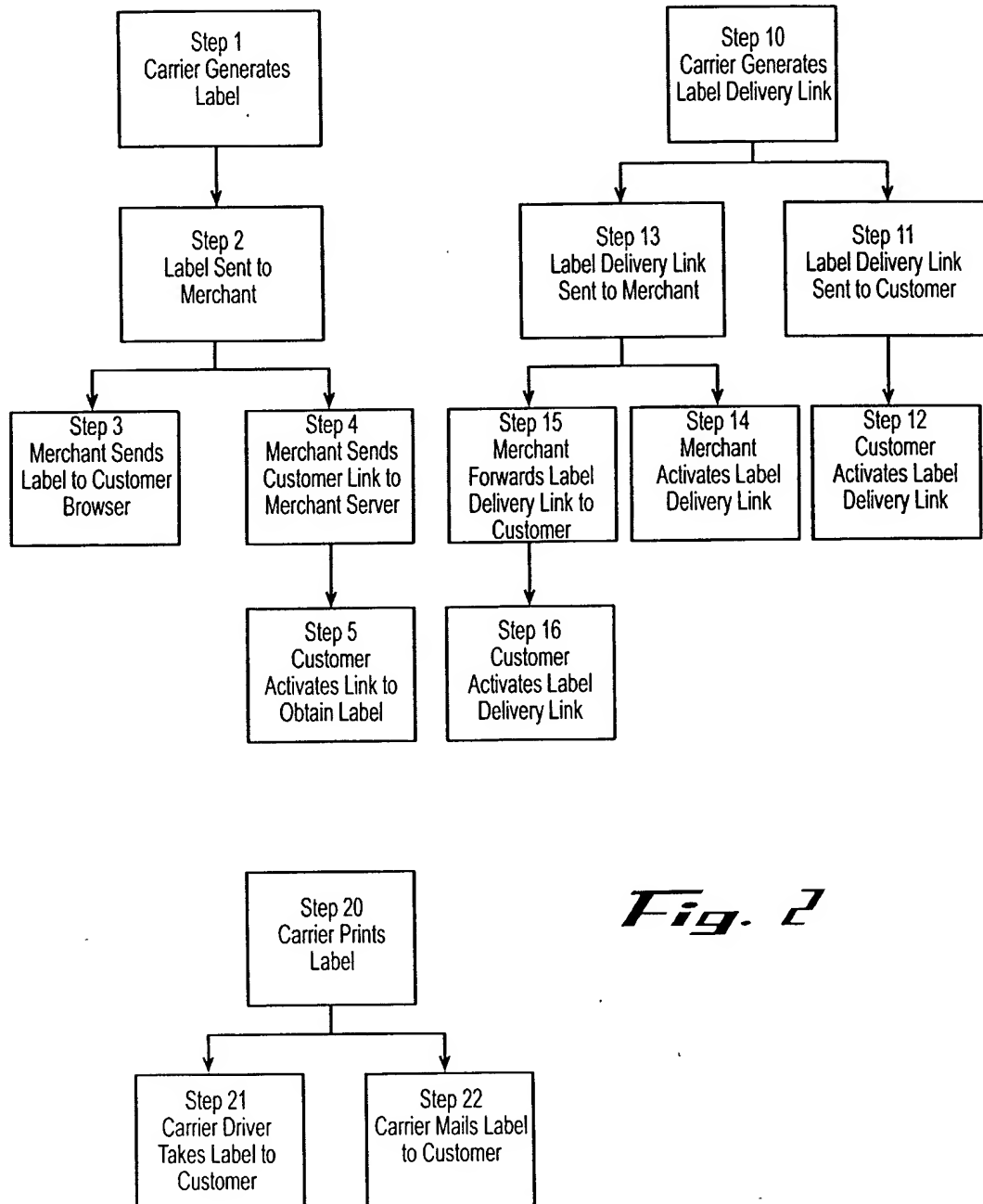
Title of Invention: System and Method for Initiating  
Returns Over a Network  
Inventor's Name: Chalmer et al.  
Attorney Docket Number: 18360/236825

Electronic Return System  
10



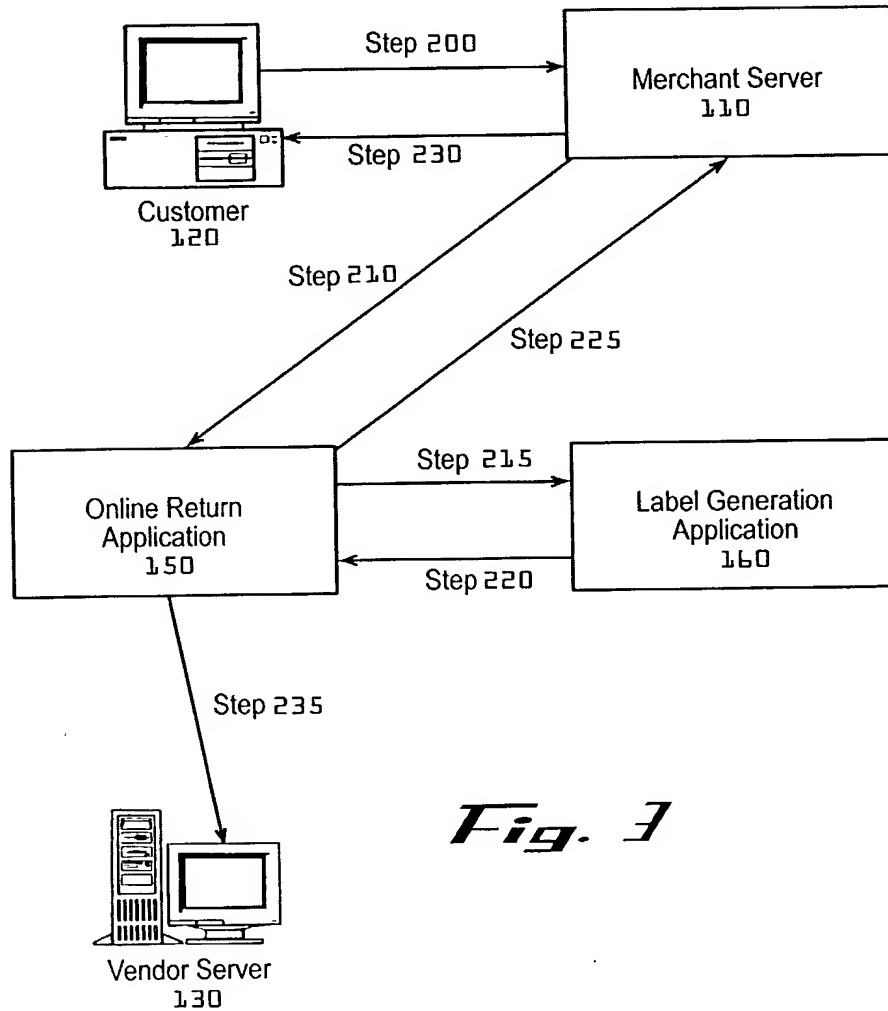
*Fig. 1*

Title of Invention: System and Method for Initiating  
Returns Over a Network  
Inventor's Name: Chalmer et al.  
Attorney Docket Number: 18360/236825



*Fig. 2*

Title of Invention: System and Method for Initiating  
Returns Over a Network  
Inventor's Name: Chalmer et al.  
Attorney Docket Number: 18360/236825



*Fig. 3*

Title of Invention: System and Method for Initiating  
Returns Over a Network  
Inventor's Name: Chalmer et al.  
Attorney Docket Number: 18360/236825

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Address: [https://www.us.buy.com/corps/support/eAccount/profile.asp?shopper\\_id=OWJ66A1FJQSH2NV6000CM9C9GBEC30E6](https://www.us.buy.com/corps/support/eAccount/profile.asp?shopper_id=OWJ66A1FJQSH2NV6000CM9C9GBEC30E6)

**buy.com**  
the internet superstore / at home / at work

support support basket checkout support gift center country  
Search At Home

Support > My Account > Profile Account History

**Account Profile**

For Lisa Mondeau Edit Login Logout

**Bill To:** Payment Choices  
American Express  
37...1510  
Lisa Mondeau

**Ship To:** Shipping Addresses  
Lisa Mondeau

Click on an order number for more details, including tracking and billing information

order date	order #	total	status
8/29/2000	8158499	\$63.73	Complete
8/23/2000	8079211	\$11.60	Complete
8/11/2000	7920998	\$45.60	Complete
8/11/2000	7920974	\$22.52	Complete
8/11/2000	7920955	\$22.52	Complete

Click on Return for order detail

Return  
Return  
Return  
Return  
Return

Internet zone

Fig. 49

Title of Invention: System and Method for Initiating  
Returns Over a Network  
Inventor's Name: Chalmer et al.  
Attorney Docket Number: 18360/236825

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Address: [https://www.us.buy.com/corps/support/eAccount/profile.asp?shopper\\_id=OWJ66A1FJQSH2NV6000CM9C9GBEC30E6](https://www.us.buy.com/corps/support/eAccount/profile.asp?shopper_id=OWJ66A1FJQSH2NV6000CM9C9GBEC30E6)

**buy.com**  
the internet superstore / at home / at work

**Support** | **My Account** > **Submit Return** | **Investor Info** | **buy.com** | **Affiliates**

**Support** | **My Account** | **Investor Info** | **buy.com** | **Affiliates**

Order # 8158499  
Placed Tuesday, August 29, 2000

**Bill To:**  
Lisa Mondeau  
85 Enterprise  
Aliso Viejo, CA 92656  
standard shipping 255

**Ship To:**  
Lisa Mondeau  
85 Enterprise  
Aliso Viejo, CA 92656  
standard shipping 255

Please select the items you wish to return, then click on 'return checked items'

sku	description	qty	price
10221520	56K V90 KFLEX DUAL MODE PCI D/FV MODEM MOTOROLA CHIP	1	\$21.07
10212109	50X READER EIDE 650A 128K 85MS 6000KB/SEC VERT MNT CAPB	1	\$37.34

250 255 255 270

**RETURN CHECK ITEM(S)** 275 270

\* A Return Merchandise Authorization Number (RMA#) has already been issued for this item. Please click on the RMA# for return conditions.

**Check on Return item** **VIEW SUMMARY** **VIEW PROFILE**

Internet zone

Fig. 4B

Title of Invention: System and Method for Initiating  
Returns Over a Network  
Inventor's Name: Chalmer et al.  
Attorney Docket Number: 18360/236825

buy.com-Profile-Microsoft Internet Explorer  
File Edit View Go Favorite Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Fonts Print Edit  
Address: [https://www.us.buy.com/corps/support/account/profile.asp?shopper\\_id=QWJ66A1FJQSH2NV6000CM9C9GBEC30E6](https://www.us.buy.com/corps/support/account/profile.asp?shopper_id=QWJ66A1FJQSH2NV6000CM9C9GBEC30E6)

**buy.com**  
the internet superstore / at home / at work

Support | Company Info | Investor Info | buy.com | Affiliates

Support > My Account > Submit Return

Order #8158499  
Placed tuesday, August 29, 2000

Please read out return policy for our

Request An RMA#

sku 10212109 50X READER EIDE 128K 85MS 6000KB/SEC VERT MNT CAPB 290

qty 1 reason for return 280 manufacturer's packaging 285 action requested Credit 295

Non-defective  
Non-defective  
**Defective**  
Overshipment  
Received Wrong Product

REQUEST AN RMA# 295

All returned items will be examined upon receipt.  
If the item is not as described (i.e. not defective or opened), we may be unable to issue you a credit or send a replacement, and the product may be shipped back to you.  
\*If you request a replacement, we will ship your replacement after we receive your returned product. If you need a replacement right away, we suggest that you request a credit and place a new order.

return other items

Internet zone

Fig. 4C

Title of Invention: System and Method for Initiating  
Returns Over a Network  
Inventor's Name: Chalmer et al.  
Attorney Docket Number: 18360/236825

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Address: [https://www.us.buy.com/corps/support/Account/profile.asp?shopper\\_id=OWJ66A1FJQSH2NV6000CM9C9GBEC30E6](https://www.us.buy.com/corps/support/Account/profile.asp?shopper_id=OWJ66A1FJQSH2NV6000CM9C9GBEC30E6)

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? support | basket | checkout | gift center | country | Search At Home | Go

Support | Company Info | Investor Info | buy.com | Affiliates

Support > My Account > Profile Submit Return

My Account  
Forgot password  
New Account

Order #8158499  
Placed Tuesday, August 29, 2000

Please read our return policy for our return guidelines. All returns must include a request number (RMA#)

Request An RMA#

sku	10212109	50X READER EIDE 650A 128K 85MS 6000KB/SEC	ERT MINT CAPB
qty	1	reason for return	action requested
		Defective	Credit
		Opened	285
		Opened	290
		Unopened	

REQUEST AN RMA# 295

All returned items will be examined upon receipt.  
If the item is not as described (i.e. not defective or opened), we may be unable to issue you a credit or send a replacement, and the product may be shipped back to you.  
\*if you request a replacement, we will ship your replacement after we receive your returned product. If you need a replacement right away, we suggest that you request a credit and place a new order.  
return other items

Internet zone

Fig. 4D

Title of Invention: System and Method for Initiating  
Returns Over a Network  
Inventor's Name: Chalmer et al.  
Attorney Docket Number: 18360/236825

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Address: [https://www.us.buy.com/corps/support/eAccount/profile.asp?shopper\\_id=OWJ66A1FJQSH2NV6000CM9C9GBEC30E6](https://www.us.buy.com/corps/support/eAccount/profile.asp?shopper_id=OWJ66A1FJQSH2NV6000CM9C9GBEC30E6)

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Support > My Account > Profile Submit Return  
My Account  
Forgot password  
New Account

Order #8158499  
Placed Tuesday, August 29, 2000

Please read our return policy for our return guidelines. All returns must include a return merchandise authorization number (RMA#)

Request An RMA#

sku	10212109	50X READER EIDE 650A 128K 85MS 6000KB/SEC VERT MNT CAPB
qty	1	reason for return
	Defective	
	Opened	285
	Credit	290
	Credit Replacement*	290

295 REQUEST AN RMA#

Request RMA

All returned items will be examined upon receipt.  
If the item is not as described (i.e. not defective or opened), we may be unable to issue you a credit or send a replacement, and the product may be shipped back to you.

\*If you request a replacement, we will ship your replacement after we receive your returned product. If you need a replacement right away, we suggest that you request a credit and place a new order.

return other items

Internet zone

Fig. 4E



Title of Invention: System and Method for Initiating  
Returns Over a Network  
Inventor's Name: Chalmer et al.  
Attorney Docket Number: 18360/236825

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Address: [https://www.us.buy.com/corps/support/eAccount/profile.asp?shopper\\_id=OWJ66A1FJQSH2NV6000CM9C9GBEC30E6](https://www.us.buy.com/corps/support/eAccount/profile.asp?shopper_id=OWJ66A1FJQSH2NV6000CM9C9GBEC30E6)

## buy.com

the internet superstore / at home / at work

? support | [My Account](#) > [Profile](#) [Submit Return](#)

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[basket](#) | [checkout](#) | [support](#) | [gift center](#) | [country](#)

[Search At Home](#)

---

Order #8158499  
Placed Tuesday, August 29, 2000

Return Instructions for RMA#923530  
Put the following products in one box:

10212109 50X READER EIDE 650A 128K 85MS 6000KB/SEC VERMINT CAPB

Turn Merchandise Authorization number for these products is RMA#3 323530. Please write this number on your shipping box or tracking slip.

[Click here](#) to display and print your pre-paid shipping label. After you click here, we will also email you this link in case you'd like to print your label at a later time or from a different computer.

Follow the instructions on the label to ship your items to:  
 buy.com Returns  
 1395 South Lyon RM C  
 Santa Ana, CA 92705

- Please return your items in the original manufacturer's packaging.
- Please hold on to your tracking information until the return process is complete.
- We will ship your replacement once we receive your returned product.

RMA# issued

Internet zone

Fig. 4F

Title of Invention: System and Method for Initiating  
Returns Over a Network  
Inventor's Name: Chalmer et al.  
Attorney Docket Number: 18360/236825

```

<AccessRequest>
  <AccessLicenseNumber>5B532C247568B520</AccessLicenseNumber>
  <UserId>JohnQPublic</UserId>
  <Password>p@$w*rd</Password>
</AccessRequest>
<ReturnRequest>
  <Request>
    <RequestAction>Return</RequestAction>
    <TransactionReference>
      <CustomerContext/>
      <XpciVersion Version = "1.0002"/>
    </TransactionReference>
  </Request>
  <LabelSpecification>
    >LabelPrintMethod<
      <Code>GIF</Code>
    </LabelPrintMethod>
    <LabelStockSize>
      <Height>8</Height>
      <Width>4</Width>
    </LabelStockSize>
    <HTTPUserAgent>Mozilla/4.5</HTTPUserAgent>
    <LabelImageFormat>
      <Code>GIF</Code>
    </LabelImageFormat>
  </LabelSpecification>
  <Shipment>
    <Shipper>
      <Name>Merchant</Name>
      <PhoneNumber>8005551212</PhoneNumber>
      <ShipperNumber>abc123</ShipperNumber>
      <Address>
        <AddressLine1>11 Merchange Lane</AddressLine1>
        <City>Atlanta</City>
        <StateProvinceCode>GA</StateProvinceCode>
        >PostalCode>30188</PostalCode>
        <Countrycode>US</CountryCode>
      </Address>
    </Shipper>
    <ShipTo>
      <CompanyName>Vendor</CompanyName>
      <AttentionName>ContactName</AttentionName>
      <PhoneNumber>8009190000</PhoneNumber>
      <Address>
        <AddressLine1>33 Vendor Lane</AddressLine1>
        <City>Atlanta</City>
        <StateProvinceCode>GA</StateProvinceCode>
        <PostalCode>30018</PostalCode>
        <PostalCode>US</CountryCode>
      </Address>
    </ShipTo>
    <ShipFrom>
      <CompanyName>Jane Doe</CompanyName>
      <PoneNumber>5551414</PhoneNumber>
      <Address>
        <AddressLine1>2001 Consumer Drive</AddressLine1>
        <City>Atlanta</City>
        <StateProvinceCode>GA</StateProvinceCode>
        <PostalCode>30010</PostalCode?>
        <CountryCode>US</CountryCode?>
      </Address>
    </ShipFrom>
  </Shipment>
</ReturnRequest>
  
```

**Fig. 5A**

Title of Invention: System and Method for Initiating  
Returns Over a Network  
Inventor's Name: Chalmer et al.  
Attorney Docket Number: 18360/236825

```

<ReturnRequest>
  <ReturnService> 351
    <Code>4</Code>
  </ReturnService>
  <Service> 352
    <Code>01</Code>
  </Service>
  <PaymentInformation> 355
    <Prepaid>
      <BillShipper>
        <AccountNumber>123456</AccountNumber>
      </BillShipper>
    </Prepaid>
  </PaymentInformation>
  <Package> 360
    <PackageServiceOptions>
      <Notification>
        <NotificationCode>3</NotificationCode?>
        <EmailMessage>
          <EmailAddress>Vendor@vendor.com</EmailAddress>
          <Memo/>
          <Subject>Shipment ID</Subject>
          <FromEmailAddress>Shipper@shipper.com</FromEmailAddress>
          <FromName>Merchange</FromName>
          <UndeliverableEmailAddress>Shipper@shipper.com</UndeliverableEmailAddress>
        </EmailMessage>
      </Notification>
    </PackageServiceOptions>
    <AdditionalHandling/>
    <ReferenceNumber>
      <Code>75</code>
      <Value>0123456789</Value>
    </ReferenceNumber>
    <Description>Letter to be returned</Description>
    <PackagingType>
      <Code>01</Code>
    </PackagingType>
  </Package>
</Shipment>
</ReturnRequest>
  
```

305

351

352

355

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365

370

**Fig. 5B**

Title of Invention: System and Method for Initiating  
Returns Over a Network  
Inventor's Name: Chalmer et al.  
Attorney Docket Number: 18360/236825

UPS Internet Shipping: View/Print Label

UPS Internet Shipping: View/Print Label

1. Print the label: Select Print from the File menu in this browser window to print the label below.
2. Fold the printed label at the dotted line. Place the label in a UPS Shipping Pouch. If you do not have a pouch, affix the folded label using clear plastic shipping tape over the entire label.

3. Getting Your Shipment to UPS  
Customers without a Daily Pickup

Ground, 3 Day Select, and Standard to Canada shipments must be dropped off at an authorized UPS location, or handed to a US driver. Pickup service is not available for these services. To find the nearest drop-off location, select the Drop-off icon from the UPS tool bar.

Air shipments (including Worldwide Express and Expedited) can be picked up or dropped off. To schedule a pickup, or to find a drop-off location, select the Pickup or Drop-off icon from the UPS tool bar. Click here to find your nearest UPS Drop-off Location.

Customers with Daily Pickup

Your driver will pickup your shipment(s) as usual.

FOLD HERE

SHIPFROMCOMPANYNAME(JOEC) 11 SHIPFROMADDR1(JOEC) LONG ISLAND CITY NY 11101 SHIP TO: SHIPTOATTNAME(VENDOR) (333) 656-7337 9339 SHIPTOCOMPANYNAME(VENDOR) USSHIPTOADDR2(VENDOR) USSHIPTOADDR3(VENDOR) 33 SHIPTOADDR1(VENDOR) ATLANTA GA 30346		GA 300 9-03 440 375		UPS NEXT DAY AIR TRACKING#: 1Z F00 100 84 9006 7972 450		BILLING: P/P DESC: MerchandiseDescriptionText AUTHORIZED RETURN SERVICE RMA: abcdefg	
SHIPFROMCOMPANYNAME(JOEC) 11 SHIPFROMADDR1(JOEC) LONG ISLAND CITY NY 11101 SHIP TO: SHIPTOATTNAME(VENDOR) (333) 656-7337 9339 SHIPTOCOMPANYNAME(VENDOR) USSHIPTOADDR2(VENDOR) USSHIPTOADDR3(VENDOR) 33 SHIPTOADDR1(VENDOR) ATLANTA GA 30346		GA 300 9-03 440 375		UPS NEXT DAY AIR TRACKING#: 1Z F00 100 84 9006 7972 450		BILLING: P/P DESC: MerchandiseDescriptionText AUTHORIZED RETURN SERVICE RMA: abcdefg	

415 420 425 427 430 435 440 450 455 460 465 470 475 480 485 490 495

Fig. 6

400 RETURN SHIPPING LABEL

Title of Invention: System and Method for Initiating  
Returns Over a Network  
Inventor's Name: Chalmer et al.  
Attorney Docket Number: 18360/236825

```

<?xml version = "1.0"?>
<ReturnResponse>
  <Response>
    <TransactionReference>
      <CustomerContext>
        <XpciVersion Version = "1.0002"/>
      </CustomerContext>
    </TransactionReference>
    <ResponseStatusCode>1</ResponseStatusCode>
    <ResponseStatusDescription>Success</ResponseStatusDescription>
  </Response>
  <ShipmentResults>
    <ShipmentCharge>
      <TransportationCharges>
        <CurrencyCode>USD</CurrencyCode>
        <MonetaryValue>3.5</MonetaryValue>
      </TransportationCharges>
      <ServiceOptionsCharges>
        <CurrencyCode>USD</CurrencyCode>
        <MonetaryValue>3.5</MonetaryValue>
      </ServiceOptionsCharges>
      <TotalCharges>
        <CurrencyCode>USD</CurrencyCode>
        <MonetaryValue>7.00</MonetaryValue>
      </TotalCharges>
    </ShipmentCharge>
    <BillingWeight>
      <UnitOfMeasurement>
        <Code>LBS</Code>
      </UnitOfMeasurement>
      <Weight>0</Weight>
    </BillingWeight>
    <ShipmentIdentificationNumber>1Z123BDS4561268F9L</ShipmentIdentificationNumber>
    <PackageResults>
      <TrackingNumber>1Z123BDS4561268F9L</TrackingNumber>
      <TransportationCharges>
        <CurrencyCode>USD</CurrencyCode>
        <MonetaryValue>3.5</MonetaryValue>
      </TransportationCharges>
      <ServiceOptionsCharges>
        <CurrencyCode>USD</CurrencyCode>
        <MonetaryValue>3.5</MonetaryValue>
      </ServiceOptionsCharges>
      <TotalPackageCharges>
        <CurrencyCode>USD</CurrencyCode>
        <MonetaryValue>7.00</MonetaryValue>
      </TotalPackageCharges>
    </PackageResults>
  </ShipmentResults>
</ReturnResponse>
  
```

500

505

510

515

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530

535

*Fig. 1*

Title of Invention: System and Method for Initiating  
Returns Over a Network  
Inventor's Name: Chalmer et al.  
Attorney Docket Number: 18360/236825

----- Original Message -----

From: ShipperName(MERCH) [mailto:esc1cbf@ups.com]  
Sent: Tuesday, March 06, 2001 11:50 AM  
To: esc1gsc@ups.com  
Subject: ReturnNotSubjectTest

UPS ReturnNotification

Message:

This notice is to alert you that a shipment is in transit to:  
ShipToAttnName\*(VENDOR)  
ShipToCompanyName(VENDOR0  
33 ShipToAddr1(VENDOR) ← 420  
USShipToAddr2(VENDOR)  
USShipToAddr3(VENDOR)  
Atlanta, GA 30346

This shipment was processed on Tue mar 06 11:49:57 EST 2001 by:  
ShipFromAttnName(JOEC)  
ShipFromCompanyName(JOEC)  
11 ShipFromAddr1(JOEC) ← 415  
USShipFromAddr2(JOEC)  
USShipFromAddr3(JOEC)  
Long Island City, NY 11101

This shipment was processed by UPS OnLine Tools.  
To learn more about the benefits fo shipping with UPS OnLine, please4 see:  
<http://ec,ups.com>

Shipment Detail:  
Tracking# for Shipment: 1ZF001008493498233 ← 375  
Merchandise Description: MerchandiseDescriptionTest ← 460

Additional Detail:  
UPS Service Level: Next Day Air ← 427  
Shipment Weight: 4.0 LBS ← 430  
RMA: abcdefg ← 470

You can track the shipment at any time from the following URL:  
<http://wwwapps.ups.com/etracking/tracking.cgi?tracknum=1ZF001008493498233>  
Or go to <http://wwwapps.ups.com/etracking/tracking.cgi>  
and enter the tracking number.

*Fig. 8A*

Title of Invention: System and Method for Initiating  
Returns Over a Network  
Inventor's Name: Chalmer et al.  
Attorney Docket Number: 18360/236825

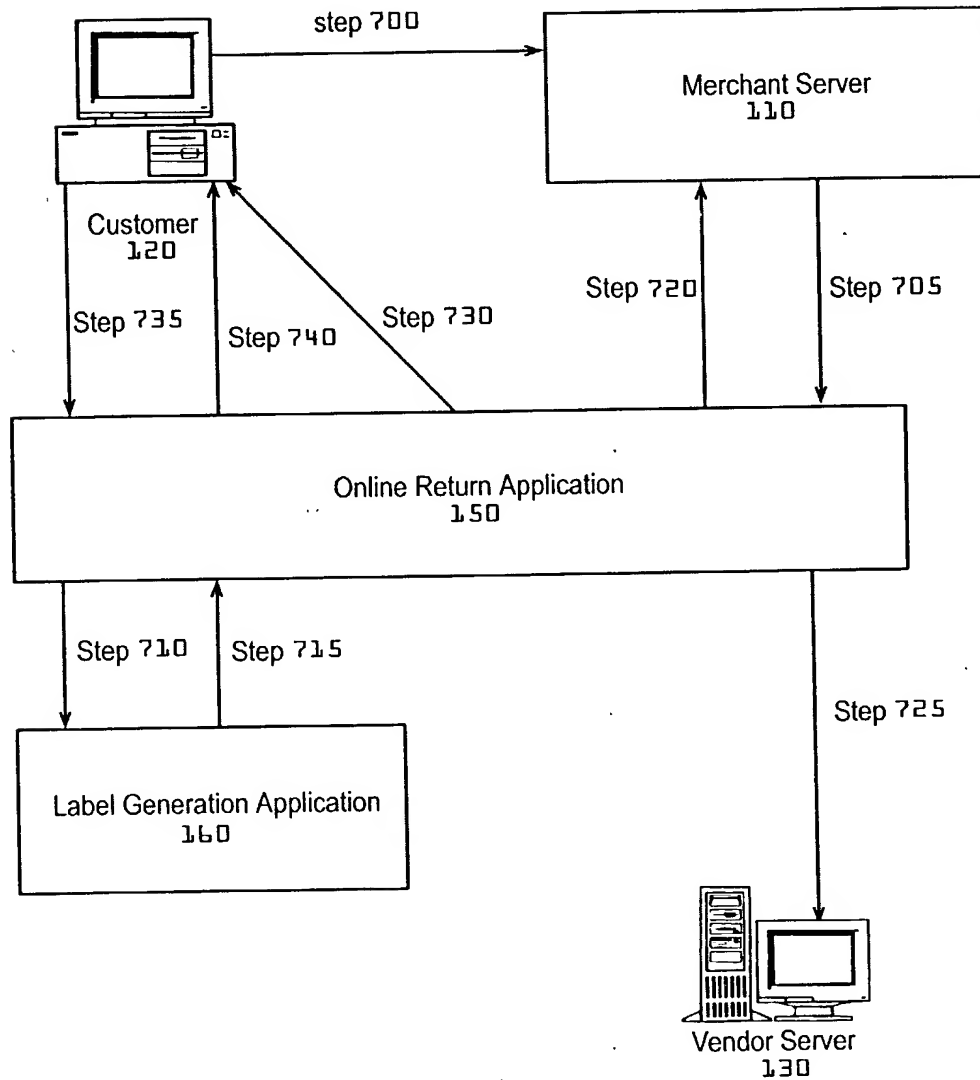
```

<?xml version="1.0"?>
- <returnNotificationEmail>
- <Shipper>
  <Name>ShipperName(MERCH)</Name>
  <AttentionName>ShipperAttnName(MERCH)</AttentionName>
- <Address>
  <AddressLine1>22 ShipperAddr1</AddressLine1>
  <City>Belle Mead</City>
  <StateProvinceCode>NJ</StateProvinceCode>
  <PostalCode>08502</PostalCode>
  <Country>US</Country>
</Address>
</Shipper>
- <ShipFrom>
  <CompanyName>ShipFromCompanyName(JOEC)</CompanyName>
  <AttentionName>ShipFromAttnName(JOEC)</AttentionName>
- <Address>
  <AddressLine1>11 ShipFromAddr1(JOEC)</AddressLine1>
  <AddressLine2>USShipFromAddr2(JOEC)</AddressLine2>
  <AddressLine3>USShipFromAddr3(JOEC)</AddressLine3>
  <City>Long Island City</City>
  <StateProvinceCode>NY</StateProvinceCode>
  <PostalCode>30346</PostalCode>
  <Country>US</Country>
</Address>
</ShipFrom>
- <ShipTo>
  <CompanyName>ShipperName(MERCH)</CompanyName>
- <Address>
  <AddressLine1>33 ShipToAddr1(VENDOR)</AddressLine1>
  <AddressLine2>USShipToAddr2(VENDOR)</AddressLine2>
  <AddressLine3>USShipToAddr3(VENDOR)</AddressLine3>
  <City>Atlanta</City>
  <StateProvinceCode>GA</StateProvinceCode>
  <Country>US</Country>
</Address>
</ShipTo>
<Description>MerchandiseDescriptionTest</Description>
- <packageWeight>
- <UnitOfMeasurement>
  <Code>LBS</Code>
</UnitOfMeasurement>
  <Weight>4.0</Weight>
</PackageWeight>
- <ReferenceNumber>
  <Code>75</Code>
  <Value>abcdefg</Value>
</ReferenceNumber>
<TrackingNumber>1ZF001008493498233</TrackingNumber>
</ReturnNotificationEmail>

```

**Fig. 8B**

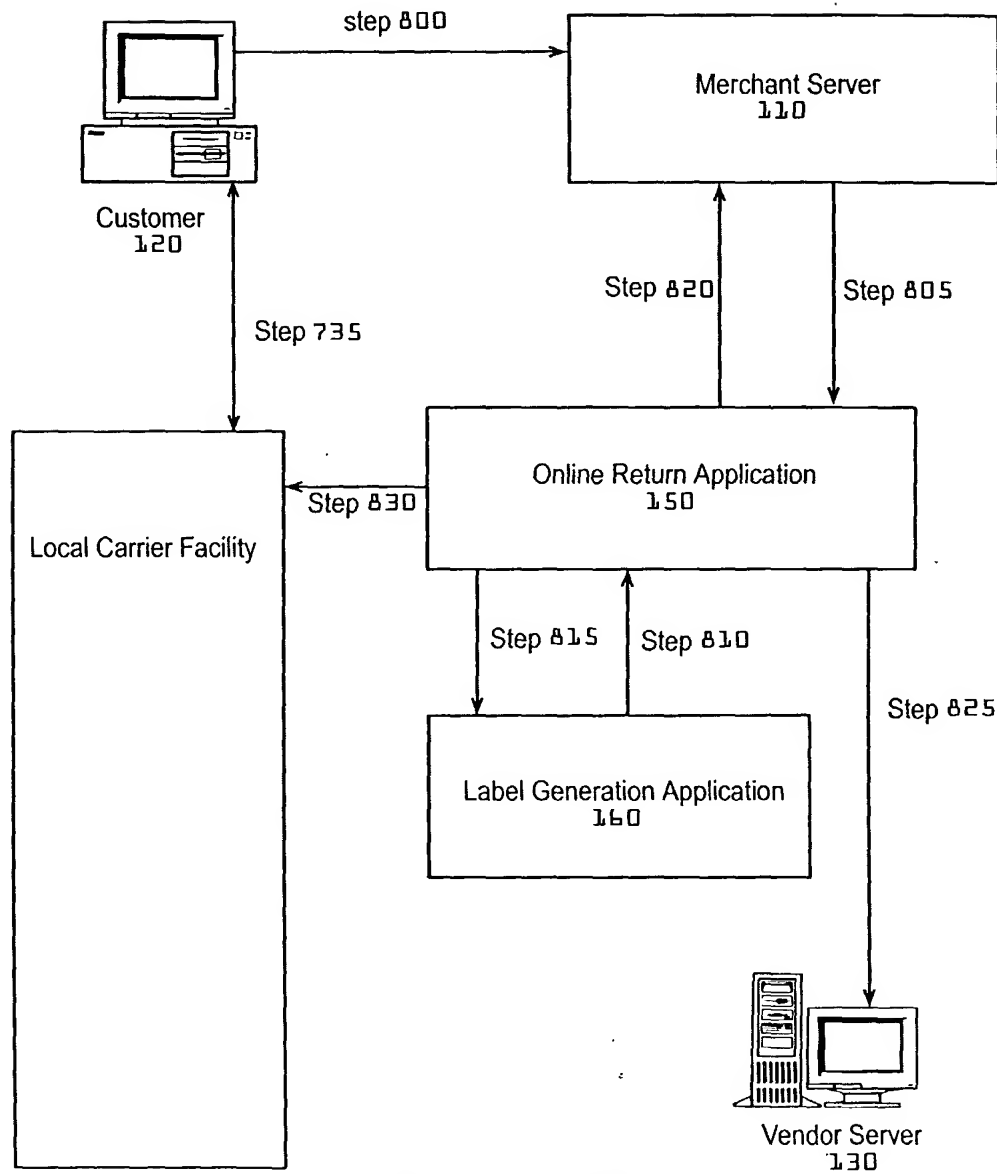
Title of Invention: System and Method for Initiating  
Returns Over a Network  
Inventor's Name: Chalmer et al.  
Attorney Docket Number: 18360/236825



*Fig. 9*

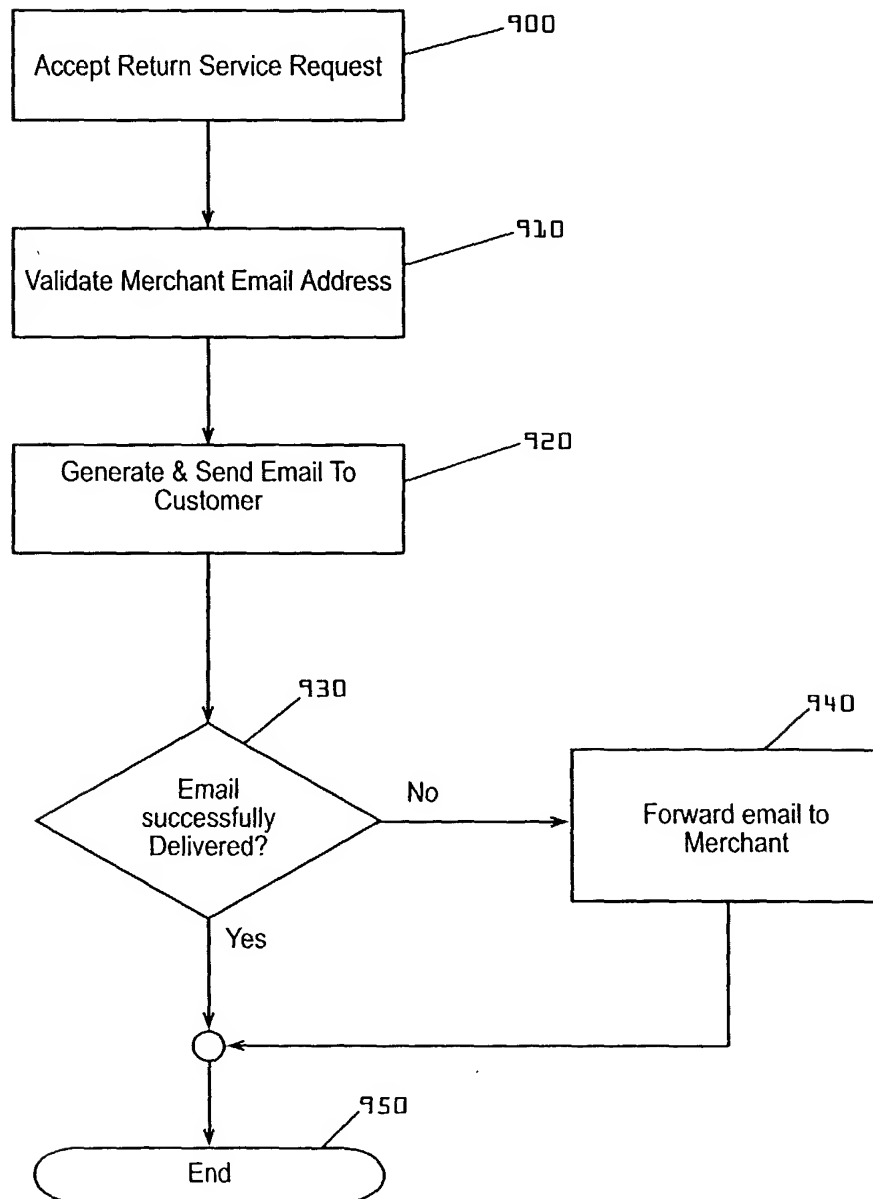


Title of Invention: System and Method for Initiating  
Returns Over a Network  
Inventor's Name: Chalmer et al.  
Attorney Docket Number: 18360/236825



*Fig. 10*

Title of Invention: System and Method for Initiating  
Returns Over a Network  
Inventor's Name: Chalmer et al.  
Attorney Docket Number: 18360/236825



*Fig. 11*